

CANCELLATION PROTECTION

When making a reservation you will be offered the option to take out our cancellation plan which covers you and your holiday party.

Simply add our cancellation protection to your holiday booking:

£16 per full week

£10 per short break

£10 for touring holidays

(regardless of the length of stay.)

Our cancellation protection covers cancellation should you or any other member of your holiday party be unable to travel due to sickness, bereavement, redundancy or jury service. Proof in the form of a doctor's certificate, employer's or court notification will be required in writing, by recorded delivery, prior to your confirmed holiday start date. Customers covered by our cancellation plan and complying with any of the said conditions in respect of their holiday, will be entitled to the following:

56 days or more	Full refund given
55-40 days notice	20% of total holiday cost will be retained (or the deposit, whichever is greater)
40-29 days notice	50% of the total holiday cost will be retained (or the deposit, whichever is greater)
28-14 days notice	80% of total holiday cost will be retained (or the deposit, whichever is greater)

14 days or less 100% of total holiday cost will be retained

Should you elect not to take cancellation cover and wish to make any amendments to your reservation such as a change of date, change of park or change of accommodation a £20 administration fee will be payable providing, and as a gesture of good will, more than 14 days notice is given, we would transfer any monies paid to an alternative travel date within the same season.

Should you wish to change your holiday dates and cancellation cover has not been taken, no refund will be given.

Data Protection Administrator, South Lakeland Parks Ltd, Helme Bank, Helme Lane, Natland, Kendal, Cumbria, LA9 7PS. All our bookings are subject to our terms and conditions and availability.

TERMS AND CONDITIONS OF YOUR BOOKING

- South Lakeland Holidays Ltd parks and facilities are intended for family and adult holidays only. Single sex groups are not accepted unless arranged directly with the Reservations Team. We also reserve the right to refuse or terminate a booking where we feel that the comfort and enjoyment of our guests may be put at risk or compromised.
 - All guests are expected to treat our holiday accommodation and park facilities with care so that others may continue to enjoy them. Any accidental damage must be reported to reception immediately, so that we can make a repair or replacement. Accommodation may be inspected at the end of a stay and any loss or damage may be charged for.
 - We reserve the right to terminate a holiday without compensation, where unreasonable or anti-social behaviour caused by those persons named on the booking or their guests impairs the enjoyment, comfort or health of other guests.
 - We aim to make our holidays and facilities available and accessible for all. Our disabled holiday homes are not suitable for independent wheelchair users travelling alone. Please discuss your requirements with us in detail before making your booking to ensure a holiday that will meet all your needs and expectations.
 - Complex passes are supplied to every guest booking our lodge or caravan accommodation and are included in your holiday price. This allows you use of the swimming pools, leisure and entertainment facilities (selected parks). Passes will be given to guests on arrival and should be kept safe as there is a charge for replacing lost passes. Certain facilities and activities are subject to an additional cost or refundable deposit. Certain facilities have age restrictions. Some facilities may be restricted to peak periods only, please check at the time of booking. Touring guests staying at Fallbarrow can use the on park leisure facilities at White Cross Bay for an additional charge. Payment for use of these facilities can be made at the park reception on request.
 - We reserve the right to make changes without prior notice and are unable to accept liability for the loss of an advertised facility, or to pay compensation for any inconvenience caused. Where possible, we will advise you of any significant changes prior to booking and endeavour to advise guests already booked of any significant changes as they occur or prior to arrival.
 - The operation of our Parks is subject to legislation and the guidelines laid down by the Health and Safety Executive and Local Authorities and their codes of practice. We reserve the right to adjust our services in order to meet these standards. In extenuating circumstances accommodation, entertainment, sports activities or any facility may be temporarily withdrawn. This may be due to maintenance, renovation, adverse weather conditions, changes in governmental legislation, or any other factor outside our control. Where this happens we will provide the following options:
 - A replacement holiday comparable or superior to the one booked
 - A replacement holiday together with the difference in price between the replacement holiday and the holiday booked
 - A full refund
- In addition to the above and provided it does not arise from circumstances beyond our control, we will also pay you compensation for actual losses provided these are supported with receipts. We do, however, reserve the right to make minor changes to the facilities and entertainment published in our brochure without any obligation to notify you.
- Smoking is not permitted in any of our accommodation, facilities or public areas on the Park.

- In accordance with UK licensing laws, we can only sell alcohol to persons aged 18 or over. We may require you to show proof of age using an approved form of identification. Some venues have age restrictions covering certain times.
 - A refundable deposit of £20 (payable by cash or cheque) or a credit card swipe will be taken on check in at your selected park as a key security deposit (£150 if staying at Green Farm Cottages). Some of our parks will take an additional £10 for a barrier pass on park. Touring bookings may be charged a £20 refundable deposit for facility keys.
 - The Company will do everything possible to give you an acceptable standard of accommodation. However, if there is a problem please report it immediately to reception. We will use our best endeavours to resolve the problem as quickly as possible. If we are unable to resolve the problem we will move you to an alternative unit in the similar or upgraded category. If at the end of your holiday, you feel that we have not dealt with your complaint satisfactorily, please write to the Reservation Manager at our head office address within 28 days of your return. You will then receive acknowledgement allowing us 14 days to investigate.
 - The holiday contract is a contract between you and South Lakeland Parks Ltd and will be made when either of the following "booking conditions" are met:
 - We accept your booking and deposit payment by issuing written confirmation or
 - When booking by telephone or online, we inform you your booking is confirmed
 - We cannot accept liability for any injury, loss or damage suffered by you or any other member of your party.
 - For all claims other than death or personal injury, which result from the non-performance or improper performance of our contract, we may compensate you through either monetary payment or offer you a reduced or complimentary holiday break. No compensation will be payable unless matters have been reported in line with our complaints procedure as set out in paragraph 11. Where alternative accommodation has been offered and refused we reserve the right not to make any further compensatory offers.
 - While South Lakeland Parks has made every attempt to ensure that the information contained in this brochure, any marketing literature and online website is accurate and up to date, South Lakeland Parks Ltd is not responsible or liable for any errors, inaccuracies or omissions, misuse, loss (pecuniary or otherwise) or conversion of any data or information contained in, or derived from, this brochure or from the results obtained from the use of any data or information contained on the brochure. All the information provided "as is" with no guarantee of completeness, accuracy, timeliness or results obtained from the use of this information and is provided without warranty or representation of any kind either expressed or implied.
 - The price displayed on the price page of the brochure shows you the holiday cost for the holiday date and accommodation chosen. The prices and charges shown are inclusive of VAT (where applicable). South Lakeland Holidays Ltd reserves the right to amend the VAT element of our pricing in the event of any government changes in VAT. Additional supplements may apply such as cots, pets etc. We guarantee once you have made your booking and paid a deposit we will not increase your holiday price unless you make a change to your booking. Prices shown in the brochure are subject to change.
 - All special offers are subject to availability at the time of booking, and to specific offer terms and conditions. Our offers may be withdrawn at any time. These offers only apply to the promotional period stated, and cannot normally be combined with any other offer. Once your holiday has been confirmed, any special offers that are made available are not applicable to your existing booking.
 - Payment can be made in full or by deposit to secure your holiday booking. Deposits will only be taken during our deposit offer period. Full balance payment for your holiday is due no later than 8 weeks before the start of your holiday. Balance reminders will not be sent. Please keep your final confirmation safe as you must present this on arrival at your Holiday Park. **IMPORTANT** - If the balance is not received by the due date then your holiday will be treated as a cancellation. Bookings made within 8 weeks of the holiday start date must be paid in full at the time of booking.
 - South Lakeland Parks Ltd is registered as a data controller under the Data Protection Act 1998. The Data Protection Act places obligations on users of personal information and lays down principles for its use. Information has to be processed fairly and lawfully and you are entitled to know how we intend to use any information you provide.
 - Please be advised that when booking on-line, you will be allocated the first available pitch. Any special requests or requirements must be organised through our reservations team. If you book on-line and want to make a special request after the event and have not taken the cancellation cover, you will be charged £20 administration fee.
 - South Lakeland Parks Ltd will use the personal information that you or your Travel Agent provide to process your booking and provide you with your holiday. We may also need to pass your information to third party service providers such as insurance companies and travel providers. We will only correspond with the lead customer on the booking. It is your responsibility to inform all other members of your party what information about them you are providing to us, and what we will use it for. Where you have booked your holiday through an Agent, or have asked us to book any additional facilities on your behalf you should also refer to the agent/service provider's own data protection policy for details of how they will use your personal information.
- South Lakeland Parks Ltd, and carefully selected third parties, will also:
- use your information for internal statistical, market research and recording purposes.
 - Share this information with other companies within the South Lakeland Parks Group.
 - use your information to contact you about other services brought to you by South Lakeland Parks Ltd or our trading partners (if you do not wish to receive such information please contact our Reservations Team).
- Accommodation is available from 4pm. Please check the key collection time on your booking confirmation. We ask that you vacate your accommodation by 10am on your day of departure. Guests arriving early are welcome to check in and enjoy the Park facilities until their accommodation is ready. If you expect to arrive after 6pm please let the Park know to arrange key collection. For non-arrivals unless the Park is previously notified, accommodation unclaimed by 8am on the day following your holiday start date will be treated as a cancelled booking and the accommodation may be re-let.
 - We welcome well-trained dogs in selected accommodation at many Parks but dogs that are specified in the Dangerous Dogs Act are not permitted. This includes all breeds of Pit Bulls, Rottweiller, Japanese Tosa, Dogue Argentino, Fila Brasileiro. We charge £25 per dog per week and £15 per dog per short break, with a maximum of two dogs per booking. Touring guests will be charged £3 per night per dog. We reserve the right to require the owner of any dog or pet considered disruptive or affecting the comfort of guests to remove it from the Park. There is no charge for registered assistance dogs for disabled guests in our caravans or lodges.
 - Other pets may be permitted at our discretion. Please contact central reservations on 015395 69835 to discuss charges prior to making your booking.